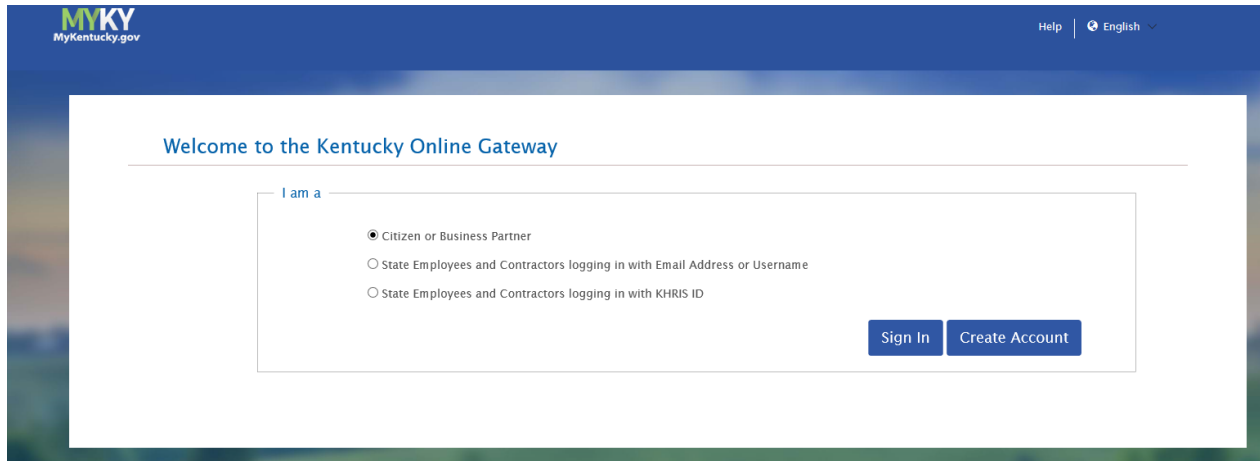


# KOG Onboarding for CAN Check Requests

Open your browser and enter the following URL <https://ssointernal.chfs.ky.gov>.



Select **Citizen or Business Partner**. Click on **Create Account** button.

## Please complete your Kentucky Online Gateway Profile

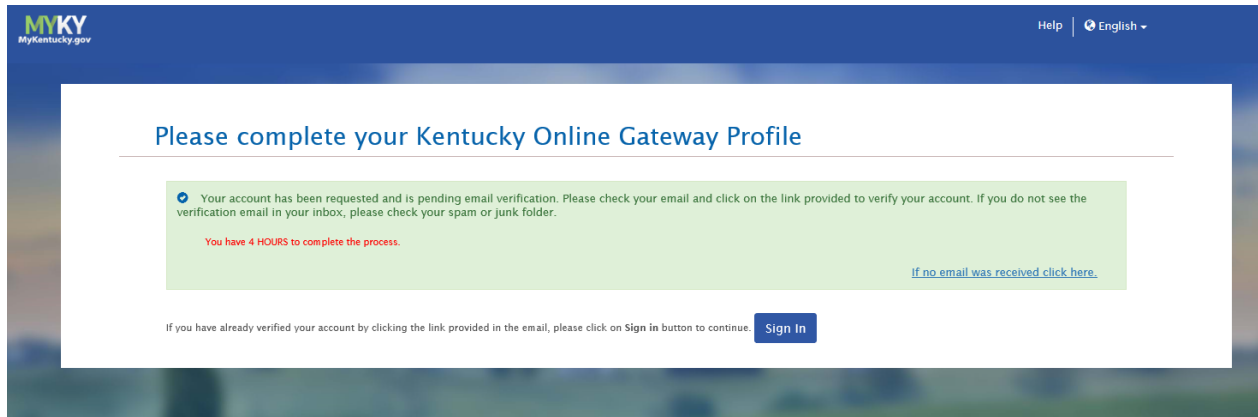
**i** If you already have an existing Kentucky Online Gateway (KOG) Account, please click [here](#) to reset your password OR click on the **Cancel** button below to log into your account.

Please fill out the form below and click **Sign Up** when finished.  
All fields with \* are required.

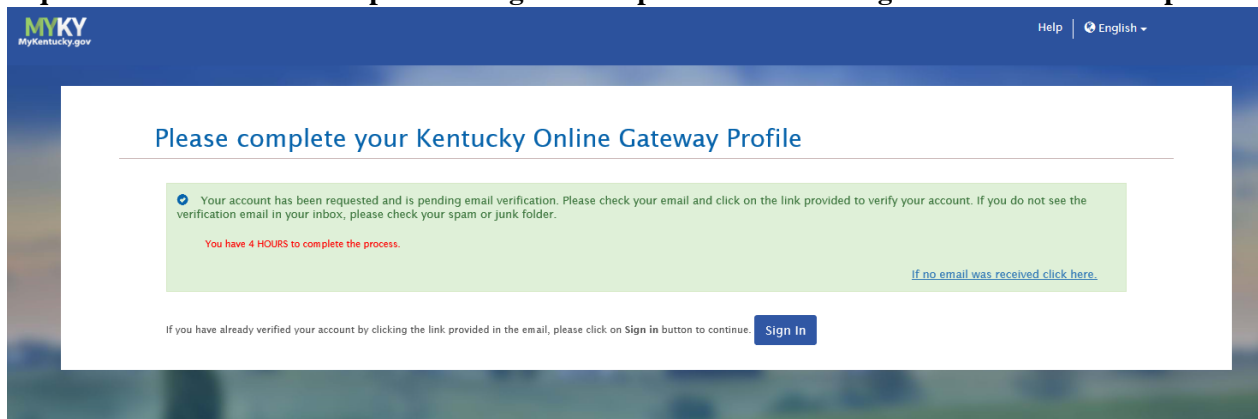
* First Name	Middle Name	* Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
* E-Mail Address	* Verify E-Mail Address	
<input type="text"/>	<input type="text"/>	
* Password	* Verify Password	
<input type="text"/>	<input type="text"/>	
Mobile Phone	Language Preference	
<input type="text"/>	<input type="text" value="English"/>	
Street Address 1	Street Address 2	
<input type="text"/>	<input type="text"/>	
City	State	Zip Code
<input type="text"/>	<input type="text" value="Kentucky"/>	<input type="text"/>
Question	* Answer	
<input type="text" value="In what city were you born? (Enter full name of city only)"/>	<input type="text"/>	
Question	* Answer	
<input type="text" value="What was the name of your first pet?"/>	<input type="text"/>	

**Cancel** **Sign Up**

Enter the required information on the displayed screen and click the **Sign Up** button to complete your KOG Profile. **NOTE: The provided E-Mail address will be used for the account username.**



A success message is displayed if required information was submitted. An E-Mail from [KOG\\_DoNotReply@ky.gov](mailto:KOG_DoNotReply@ky.gov) is automatically sent to the E-Mail address provided. **NOTE: The requestor has 4 hours to complete the registration process or a new registration must be completed.**



Access your E-Mail account and click on the activation link in the **Account Verification E-Mail** to complete validation of the requested KOG profile.

This email is to help you complete the last step of account set-up.

Your Citizen account username [REDACTED]

Click on the below link now, to activate your account.

<https://kog.chfs.ky.gov/public/fvlink/?linkid=14408a3f-4cdd-4e0f-8332-67b8d1bf83a3>

[Click here for Help Desk contact information](#)  
Kentucky Online Gateway

NOTE: Do not reply to this email. This email account is only used to send messages.

Privacy Notice: This email message is only for the person it was addressed to. It may contain restricted and private information. You are forbidden to use, tell, show, or send this information without permission. If you are not the person who was supposed to get this message, please destroy all copies.

If an E-Mail is **not** received within 30 minutes, click on the **No E-Mail received** link. Enter the previously provided E-Mail address and click **Verify** to resend E-Mail.

The screenshot shows the 'Didn't receive an account verification email?' screen. At the top left is the MYKY logo. At the top right are links for 'Help' and 'English'. The main heading is 'Didn't receive an account verification email?'. Below this is a light blue box containing two numbered instructions: 1. Check Spam and Junk folders on your email. 2. Ask for a new account verification email. Below the instructions is a red line stating 'You will have 4 hours to verify your account.' At the bottom, there is a label 'E-Mail Address' followed by a text input field and a blue 'VERIFY' button. In the bottom right corner, there is a blue 'Sign In' button.

Once the user clicks on the E-Mail activation link the requestor will be sent to the **Validate New Account** screen, where they will be prompted to **Continue to Sign In**.

The screenshot shows the 'Validate New Account' screen. At the top left is the MYKY logo. At the top right are links for 'Help' and 'English'. The main heading is 'Validate New Account'. Below this is a green box with a checkmark icon and the text 'Click on the button below to Sign In now and complete the final step of the account creation process.' At the bottom right, there is a blue 'Continue to Sign In' button.

User will be redirected to the **KOG External Gateway Log In** screen. (You may want to save the URL to your Favorites.) Enter your username and password and click **Sign In**.

The screenshot shows the 'Citizen (or) Business Partner Sign In' screen. At the top left is the MYKY logo. At the top right are links for 'Help' and 'English'. A light blue box at the top contains an information icon and the text 'Attention Citizens and Business Partners: As of March 30, 2019, logging into the Kentucky Online Gateway with your username/password is no longer supported. You will now be required to login with your email address and password. If you have previously created an account, simply login with the email address associated to that account.' The main heading is 'Citizen (or) Business Partner Sign In'. Below this is the text 'Sign in with your Kentucky Online Gateway Account.' There are two input fields: 'Email Address' and 'Password'. To the right of the 'Password' field is a green link 'Forgot/Reset Password?'. Below the input fields is a blue 'Sign In' button. At the bottom left, there is a green link 'Resend Account Verification Email'. On the right side, there is a yellow box with a 'WARNING' header and text about unauthorized access. Below this box is the text 'Don't already have a Kentucky Online Gateway Citizen Account?'. At the bottom right, there is a blue 'Create An Account' button. At the very bottom right, there is a green link 'Click here to select user account type'.